

## NATIONAL CONSUMER ORGANIZATIONS

These organizations define their missions as consumer assistance, protection and/or advocacy. The descriptions below are based on information they provided.

The type of service provided by each organization varies. Those that assist individuals with problems are specified. The others do not assist consumers with individual complaints, but they may be interested in hearing from consumers about problems, issues and trends in connection with their advocacy and consumer education activities.

Most, though not all, distribute consumer education and information materials. Where informational or educational materials are offered, there may be a charge; contact the organization to find out.



### **AARP**

Consumer Protection  
601 E St., NW  
Washington, DC 20049  
202-434-2222  
Fax: 202-434-6470  
[www.aarp.org](http://www.aarp.org)

The Consumer Protection unit is charged by AARP to examine those consumer problems and issues that impact the financial security of people 50 years of age and older, and to help its members protect themselves from marketplace fraud and deception. To this end, Consumer Protection stays abreast of current and breaking consumer developments, and employs a variety of strategies to inform AARP members.

### **Alliance Against Fraud in Telemarketing and Electronic Commerce (AAFTEC)**

National Consumers League  
1701 K St., NW, Ste. 1200  
Washington, DC 20006  
202-835-3323  
Fax: 202-835-0747

e-mail: [info@nclnet.org](mailto:info@nclnet.org)  
[www.fraud.org/aaft/aaftinfo.htm](http://www.fraud.org/aaft/aaftinfo.htm)  
The alliance, coordinated by the National Consumers League, is a coalition of public interest groups, trade associations, labor unions, businesses, law enforcement agencies, educators, and consumer protection agencies. AAFTEC members promote efforts to educate the public about telemarketing and Internet fraud, and how consumers can shop safely by phone and online.

### **American Council on Consumer Interests (ACCI)**

415 South Duff, Ste. C  
Ames, IA 50010-6600  
515-956-4666

Fax: 515-233-3101

e-mail: [info@consumerinterests.org](mailto:info@consumerinterests.org)  
[www.consumerinterests.org](http://www.consumerinterests.org)

Serving the professional needs of consumer educators, researchers, and policymakers, ACCI publications and educational programs foster the production, synthesis, and dissemination of information in the consumer interest.

### **American Council on Science and Health (ACSH)**

1995 Broadway, 2nd Floor  
New York, NY 10023-5860  
212-362-7044  
Fax: 212-362-4919

e-mail: [acsh@acsh.org](mailto:acsh@acsh.org)  
[www.acsh.org](http://www.acsh.org)

A nonprofit public education group, ACSH has the goal to provide consumers with up-to-date scientifically sound information on the relationship between human health and chemicals, foods, lifestyles, and the environment. Booklets and special reports on a variety of topics are available.

### **Center for Auto Safety (CAS)**

1825 Connecticut Ave., NW, Ste. 330  
Washington, DC 20009  
202-328-7700

[www.autosafety.org](http://www.autosafety.org)

CAS advocates on behalf of consumers in auto safety and quality, fuel efficiency, emissions, and related issues. For advice on specific problems, CAS requests that consumers write a brief statement of the problem or question; including the year, make, model of the vehicle, and a stamped self-addressed envelope.



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### Center for Science in the Public Interest (CSPI)

1875 Connecticut Ave., NW, Ste. 300  
Washington, DC 20009  
202-332-9110  
Fax: 202-265-4954  
e-mail: [cspi@cspinet.org](mailto:cspi@cspinet.org)  
[www.cspinet.org](http://www.cspinet.org)

A nonprofit, membership organization, CSPI conducts research, education, and advocacy on nutrition, health, food safety and related issues, and publishes the monthly Nutrition Action Healthletter as well as other consumer information materials.

### Center for the Study of Services

733 15th St., NW  
Washington, DC 20005  
202-347-7283  
Toll free: 1-800-213-7383  
Fax: 202-347-4000  
e-mail: [support@checkbook.org](mailto:support@checkbook.org)  
[www.checkbook.org](http://www.checkbook.org)

Nonprofit organization publishes books and pamphlets to help consumers select doctors, hospitals, and health plans. Publishes pamphlets and offers services to help consumers get good prices on new cars. Publishes information and maintains on-line database to help consumers shop for good prices and desired features in big-ticket products — audio-video, major appliances, tires, etc. Rates local service providers such as plumbers, roofers, auto repair shops, and several other categories in the Boston, Chicago, Philadelphia, Washington DC, Seattle, San Francisco and St. Paul/Minneapolis areas.

### ★ Certified Financial Planner Board of Standards

Communication and Consumer Services  
1670 Broadway, Ste. 600  
Denver, CO 80202-4809  
303-830-7500  
Toll free: 1-888-237-6275  
Fax: 303-860-7388  
e-mail: [mail@cfp-board.org](mailto:mail@cfp-board.org)  
[www.CFP-Board.org](http://www.CFP-Board.org)

Certified Financial Planner Board of Standards is a nonprofit regulatory organization that fosters professional standards in personal financial planning so that the public values, has access to and benefits from competent financial planning. CFP Board regulates financial plan-

ners through trademark law by certifying individuals who meet its requirements to use the marks CFP®, CERTIFIED FINANCIAL PLANNER™ and CFP (with flame logo). CFP Board provides free educational materials and workplace seminars. Call 1-888-237-6275 or go to [www.CFP.net](http://www.CFP.net).

### Coalition Against Insurance Fraud

1012 14th St. NW, Ste. 200  
Washington, DC 20005  
202-393-7330  
Fax: 202-393-7329  
e-mail: [info@insurancefraud.org](mailto:info@insurancefraud.org)  
[www.InsuranceFraud.org](http://www.InsuranceFraud.org)

The Coalition Against Insurance Fraud is a national alliance of consumer groups, government agencies, and insurance companies dedicated to combating all forms of insurance fraud through advocacy and public information. It conducts research, develops public education programs and publishes a consumer brochure, How to Avoid Becoming a Victim of Insurance Fraud, which is available upon request. It also refers consumers to appropriate agencies to report incidences of insurance fraud.

### Community Nutrition Institute (CNI)

419 West Broad Street #204  
Falls Church, VA 22046  
703-532-0030  
Fax: 703-532-5780  
[www.communitynutrition.org](http://www.communitynutrition.org)

An advocate for programs and services to enable consumers to enjoy a diet that is adequate, safe, and healthy, CNI also works to increase citizen participation in the state and federal policy and administrative processes to achieve these goals. CNI publishes Nutrition Week, a newsletter covering nutrition and food safety issues, as well as related legislative and regulatory actions.

### Congress Watch

215 Pennsylvania Ave., SE  
Washington, DC 20003  
202-546-4996  
Fax: 202-547-7392  
e-mail: [congresswatch@citizen.org](mailto:congresswatch@citizen.org)  
[www.citizen.org/congress](http://www.citizen.org/congress)

An arm of Public Citizen, Congress Watch works for consumer-related legislation, regulation, and policies in such areas as health and safety, and campaign financing, and has publications available on the issues with which it deals.

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### Consumer Action

717 Market St., Ste. 310  
San Francisco, CA 94103  
415-777-9635 (Consumer Complaints)  
213-623-8327 (Hotline)  
TTY: 415-777-9456  
Fax: 415-777-5267  
e-mail: [info@consumer-action.org](mailto:info@consumer-action.org)  
[www.consumer-action.org](http://www.consumer-action.org)

Consumer Action assists consumers with marketplace problems. An education and advocacy organization specializing in credit, finance, and telecommunications issues, Consumer Action offers a multi-lingual consumer complaint hotline, free information on its surveys of banks and long-distance telephone companies, and consumer education materials in as many as eight languages. Community based organizations can receive these free publications in bulk.

### Consumer Alert

1001 Connecticut Ave., NW, Ste. 1128  
Washington, DC 20036  
202-467-5809  
Fax: 202-467-5814  
e-mail: [consumer@consumeralert.org](mailto:consumer@consumeralert.org)  
[www.consumeralert.org](http://www.consumeralert.org)

Consumer Alert's mission is to inform the public about the consumer benefits of competitive enterprise and to expose the flawed economic, scientific and risk data that underlie certain public policies. Consumer Alert has an active program of consumers with information to help them make every day decisions. The constituent of Consumer Alert is the real consumer who pays the bills.

### Consumer Federation of America (CFA)

1424 16th St., NW, Ste. 604  
Washington, DC 20036  
202-387-6121  
Fax: 202-265-7989

[www.consumerfed.org](http://www.consumerfed.org)

Comprised of more than 240 organizations representing a membership exceeding 50 million consumers, CFA is a consumer advocacy and education organization. Issues on which it currently represents consumer interests before Congress and federal regulatory agencies include telephone service, insurance and financial services, product safety, indoor air pollution, health care, product liability, and utility rates. It develops and distributes studies of various con-

sumer issues, as well as consumer guides in book and pamphlet form. In addition, CFA publishes several newsletters.

### Consumers for World Trade (CWT)

1001 Connecticut Ave., NW, Ste. 1110  
Washington, DC 20036  
202-293-2944  
Fax: 202-293-0495  
e-mail: [cwt@cwt.org](mailto:cwt@cwt.org)  
[www.cwt.org](http://www.cwt.org)

A nonprofit organization, CWT supports trade expansion and liberalization to promote economic growth and increase consumer choice and price competition in the marketplace. Various publications are available.

### Families USA

1334 G St., NW, Ste. 300  
Washington, DC 20005-3169  
202-628-3030  
Fax: 202-347-2417

e-mail: [info@familiesusa.org](mailto:info@familiesusa.org)  
[www.familiesusa.org/site/PageServer](http://www.familiesusa.org/site/PageServer)  
A national, nonprofit membership organization committed to comprehensive reform of health and long-term care, Families USA works to educate and mobilize consumers on health care issues. In addition to its two grass roots advocacy networks — asap!, a network of health and long-term care reform activists and HealthLink USA, a nationwide health reform computer network for public interest groups — Families USA develops and distributes reports and other materials on health and long-term care issues.

### The Federation of American Consumers and Travelers (FACT)

318 Hillsboro Ave.,  
PO Box 104  
Edwardsville, IL 62025  
Toll Free: 1-800-USA-FACT  
e-mail: [cservice@fact-org.org](mailto:cservice@fact-org.org)  
[www.fact-org.org](http://www.fact-org.org)

The Federation of American Consumers and Travelers (FACT) is a national not-for-profit consumer group representing more than one million Americans throughout the U.S. FACT provides individuals and small associations with a complete array of cost-effective benefits and unique programs. FACT provides non-biased and non-partisan weekly Eye-on-Washington Reports direct from the nation's capitol, no-strings-attached Disaster Aid, continuing edu-

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cation scholarships, community and classroom grants, assistance for small business owners, travel discounts, and a Consumer Hotline/Library.

### **Funeral Consumers Alliance (FCA)**

33 Patchen Road  
South Burlington, VT 05403  
802-865-8300  
Toll free: 1-800-765-0107  
Fax: 802-865-2626  
e-mail: [info@funerals.org](mailto:info@funerals.org)  
[www.funerals.org](http://www.funerals.org)

Funeral Consumers Alliance is a nonprofit educational organization protecting a consumer's right to choose a dignified, meaningful, and affordable funeral. In addition to informing the public about their available options and rights, FCA will assist in mediating complaints. There are more than 100 local affiliates around the country, many of which work for better legislation, do funeral price surveys, and counsel members and the general public.

### **HALT: An Organization of Americans for Legal Reform**

1612 K St. NW, Ste. 510  
Washington, DC 20006  
202-887-8255  
Toll free: 1-888-367-4258  
Fax: 202-887-9699  
e-mail: [halt@halt.org](mailto:halt@halt.org)  
[www.halt.org](http://www.halt.org)

HALT's mission is to enable Americans to handle their legal affairs affordably, equitably, and simply. HALT publishes a series of self-help legal manuals, operates a legal information clearinghouse, and advocates for legal reforms that will benefit consumers.

### **Health Research Group (HRG)**

1600 20th St., NW  
Washington, DC 20009  
202-588-1000  
[www.citizen.org/hrg](http://www.citizen.org/hrg)

A division of Public Citizen, HRG works for protection against unsafe foods, drugs, medical devices, and workplaces, and advocates for greater consumer control over personal health decisions. A monthly Health Letter and a monthly letter on prescription drugs are available.

### **Jump\$tart Coalition for Personal Financial Literacy**

919 18th St., NW, Ste. 300  
Washington, DC 20006  
202-466-8610  
Toll free: 1-888-45-EDUCATE  
Fax: 202-223-0321  
e-mail: [info@jumpstartcoalition.org](mailto:info@jumpstartcoalition.org)  
[www.jumpstart.org](http://www.jumpstart.org)

The Coalition's direct objective is to encourage curriculum enrichment to ensure that basic personal financial management skills are attained during the K-16 educational experience.

### **National Association of Consumer Agency Administrators (NACAA)**

Two Brentwood Commons, Ste. 150  
750 Old Hickory Blvd.  
Brentwood, TN 37027  
615371-6125  
Fax: 615-369-6225  
e-mail: [nacaa@nacaa.net](mailto:nacaa@nacaa.net)  
[www.nacaa.net](http://www.nacaa.net)

An association of the administrators of local, state, and federal government consumer protection agencies, NACAA provides training programs, public policy studies and conferences, professional publications, and other member services.

### **National Coalition for Consumer Education**

c/o National Consumers League  
1701 K St., NW, Ste. 1200  
Washington, DC 20006  
202-835-3323  
Fax: 202-835-0747  
[www.nclnet.org](http://www.nclnet.org)

NCCE is a coalition coordinated by the National Consumers League. It develops and provides educational materials and resources to consumer educators through a network of state coordinators. The coalition sponsors LifeSmarts, a game-show competition open to all teens in the United States who are in the 9th through 12th grade.

### **National Community Reinvestment Coalition (NCRC)**

733 15th St., NW, Ste. 540  
Washington, DC 20005-2112  
202-628-8866  
Fax: 202-628-9800  
e-mail: [member@ncrc.org](mailto:member@ncrc.org)



Member of SOCAP International,  
see page 45.



Provided financial support for the publication  
of the Consumer Action Handbook.

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[www.ncrc.org](http://www.ncrc.org)

NCRC was founded in 1990 with the goal of ending discriminatory banking practices and increasing the flow of private capital and credit into underserved communities across the country. NCRC has over 600 members in every state and major city in America as well as in many smaller cities and rural areas.

### National Consumer Law Center (NCLC)

77 Summer St., 10th Floor

Boston, MA 02111-1006

617-542-8010

Fax: 617-523-7398

e-mail: [consumerlaw@nclc.org](mailto:consumerlaw@nclc.org)

[www.consumerlaw.org](http://www.consumerlaw.org)

NCLC is an advocacy and research organization focusing on the needs of low-income and elderly consumers. It represents the interests of consumers in court, before administrative agencies, and before legislatures. Limited resources prevent the organization from responding to individual inquiries. The Center also publishes *Surviving Debt: A Guide for Consumers*. The Consumer Credit and Sales Legal Practice Series consisting of 16 desk reference manuals for attorneys.

### National Consumers League

1701 K St., NW, Ste. 1200

Washington, DC 20006

202-835-3323

Fax: 202-835-0747

e-mail: [info@nclnet.org](mailto:info@nclnet.org)

[www.nclnet.org](http://www.nclnet.org)

Founded in 1899, the mission of the NCL is to identify, protect, represent, and advance the economic and social interests of consumers and workers. The league is a nonprofit membership organization working for health, safety, and fairness in the marketplace and workplace. Current principal issue areas include consumer fraud, food and drug safety, fair labor standards, child labor, health care, e-commerce, financial services and telecommunications. The league promotes consumer education through outreach to high school students and provides information to consumers through publications, media outreach, and multiple websites.

### National Council on the Aging (NCOA)

300 D St., SW, Ste. 801

Washington, DC 20024

202-479-1200

TDD: 202-479-6674

Fax: 202-479-0735

e-mail: [info@ncoa.org](mailto:info@ncoa.org)

[www.ncoa.org](http://www.ncoa.org)

NCOA is the nation's first association of organizations and professionals dedicated to promoting the dignity, self-determination, well being, and contributions of older persons.

### National Fraud Information Center/Internet Fraud Watch

1701 K St., NW, Ste. 1200

Washington, DC 20006

Toll free: 1-800-876-7060

TDD/TTY: 202-835-0778

Fax: 202-835-0767

[www.fraud.org](http://www.fraud.org)

NFC/IFW assists consumers with recognizing and filing complaints about telemarketing and Internet fraud. A project of the National Consumers League, the hotline provides consumers with information to help them avoid becoming victims of fraud, and assistance in relaying consumers' reports about telemarketing and Internet to the appropriate law enforcement agencies. Spanish-speaking counselors available.

### Public Citizen, Inc.

1600 20th St., NW

Washington, DC 20009

202-588-1000

Fax: 202-588-7799

e-mail: [pcmail@citizen.org](mailto:pcmail@citizen.org)

[www.citizen.org](http://www.citizen.org)

A national, nonprofit membership organization representing consumer interests through lobbying, litigation, research, and publications, Public Citizen represents consumer interests in Congress, the courts, government agencies, and the media. Primary current areas of interest include product liability, health care delivery, safe medical devices and medications, open and ethical government, and safe and sustainable energy use.

## NATIONAL CONSUMER ORGANIZATIONS

### **Self Help for Hard of Hearing People**

7910 Woodmont Ave., Ste. 1200

Bethesda, MD 20814

301-657-2248

TDD/TTY: 301-657-2249

Fax: 301-913-9413

e-mail: [info@hearingloss.org](mailto:info@hearingloss.org)

[www.shhh.org](http://www.shhh.org)

The largest international consumer organization devoted to serving the interests of consumers with hearing loss through self help, advocacy, and education. Founded in 1979, SHH is a non-profit membership association with over 250 chapters throughout the U.S. Publications include information on: hearing aids, cochlear implants, assistive listening devices, Americans with Disabilities Act, employment, travel, lip-reading, education, parenting, medical research, psychological stress and telephone and television strategies. Holds annual conventions and publishes *Hearing Loss: The Journal of Self Help for Hard of Hearing People*.

### **U.S. Public Interest Research Group (U.S. PIRG)**

218 D St., SE

Washington, DC 20003-1900

202-546-9707

Fax: 202-546-2461

e-mail: [uspirg@pirg.org](mailto:uspirg@pirg.org)

[www.uspirg.org](http://www.uspirg.org)

U.S. PIRG is the national lobbying office for the state public interest research groups. The PIRGs are consumer environmental advocacy groups active in many states across the country. U.S. PIRG works on a variety of consumer and environmental protection issues, including bank fees, credit bureau abuses, clean air and clean water, right to know, campaign finance reform, and various other issues. U.S. PIRG does not handle individual consumer complaints directly but measures complaint levels to gauge the need for remedial legislation.

### **Society of Consumer Affairs Professionals in Business (SOCAP)**

675 North Washington St., Ste. 200

Alexandria, VA 22314

703-519-3700

Fax: 703-549-4886

e-mail: [socap@socap.org](mailto:socap@socap.org)

[www.socap.org](http://www.socap.org)

An international professional organization, SOCAP provides training, conferences and publications to encourage and maintain the integrity of business in transactions with consumers; to encourage and promote effective communication and understanding among business, government and consumers; and to define and advance the consumer affairs profession.